

SEVTC Up-Date OIG Report 139-07

July, 2009

<u>Role of Senior Staff</u>	
Measure	Outcomes and Activities
Statewide PCP Leadership Team: Attendance at leadership Team meeting and related activities	SEVTC returned to an active role on the Statewide Leadership team and several planning groups including the evaluation, training, and implementation following the announcement re-building decision. New SEVTC representatives were appointed where needed. The Center also participated in development and implementation meetings that focused on PCP/ISP forms and procedures for use in public and private ICF/MRs. Five SEVTC staff members attended train-the-trainer sessions on implementation of the PCP/ISP.
Organizational Assessment: Repeat in FY09	As reported in our last up-date, the organizational re-assessment that had been planned for early in 2009 was deferred. Initially, this was a result of the proposed facility closing. This spring, the leadership team has further delayed re-assessment in light of higher priorities at the Center and because meaningful planning regarding the mission of the Center as a State facility and within the region is on-going. The leadership team will monitor progress in the SEVTC transformation effort and repeat the organizational re-assessment at an appropriate time.
Facility Strategic Plan: Center Departments to submit Strategies in FY09-10 Strategic Plan for supporting transformation initiative	As noted in our last up-date, revision of the Strategic Plan was deferred through the winter and early spring following the closing announcement. Completion of an up-date of SEVTC's strategic plan is now anticipated by September 1, 2009. However, discussion continues at the State and Regional levels regarding the future role of SEVTC and our community. As the transformed Center mission and new relationship to HPR-V solidify, a significant review and revision of the Strategic Plan will be planned.
Director's Facility Focus Sessions: 6 sessions in FY09	Facility Focus sessions have continued our bimonthly schedule; the facility is on track to meet this objective. Facility Focus sessions highlight topics related to the Center's person-centered approach initiative and quality improvement. Sessions have also provided an opportunity for the Director to communicate with all employees on topics relevant to the Center's transformation: employment and salary concerns, budget, facility location, construction and design, SIS assessments, discharges and downsizing, and family and community participation.

Role of Senior Staff continued

SEVTC Leadership Team	As reported earlier, the Center's leadership team was affected by turnover stemming from the closing proposal and retirements. In the spring, new people were appointed to the leadership. Membership includes senior staff and representatives of departments who have demonstrated interest and willingness to champion person-centered thinking and practices. Members of the team have participated actively on the State/Regional committees guiding the Center's transformation: Advisory Committee, Workforce Development Team, Transition Strategy Team, and the Capital Investment Planning Team. These activities have taken precedence over many other more routine Center functions.
Seek a Balance of Risk: improve percentage of staff who report individuals should be allowed to experience risk.	The conflict between expectations of (a) safety and (b) exposure to the risks inherent in a 'normal life' continues. Tolerance for risk is considered by Center administrative staff and ID teams in decision-making. The Leadership team continues to consider ways to affect the balance between safety and risk as perceived by direct support staff members who fear the consequences of any and all negative outcomes. Staff surveys in this area have not been repeated; however, the leadership team anticipates that staff members would again report low tolerance for risk and fear of negative outcomes. The leadership team is currently dealing with this issue in the context of the N1H1 Influenza. Strict precautions have been maintained with individuals who are considered 'medically fragile'. Other, more healthy individuals have been permitted to continue working and engaging in some forms of community leisure.
Fiscal Practices: Work to allow timely and efficient access to individual's personal funds	A sub-committee, comprised of cottage team members, fiscal staff, and people with accounts at the Center, worked in this area during the reporting period. A primary focus was on improving people's access to personal funds and making funds available with less administrative hurdles. Committee members benefited from sharing information on service needs, person-centered thinking, and the accounting requirements. The committee found ways to improve awareness and use of existing systems, particularly petty cash withdrawal process and cottage-based cash funds. Fiscal department personnel responded with greater understanding of the interests and preferences of people living at SEVTC and the practical issues faced by residential teams in scheduling activities. Greater flexibility has been evident; for example, administrative requirements for processing lead time were moderated.

Role of Senior Staff continued

Communication: Increase access to information for employees and residents

The leadership team continues efforts to improve communication with all employees. This has been particularly critical in the past six months as employees faced great personal and professional uncertainty. Communication through memos, internal publications (*Outlook*, *Southeastern People*), roundtable meetings, 'meet the Director' sessions, employee appreciation and other committee meetings, and supervisory staff meetings at all levels have been employed. As reported in a previous update, an intranet portal for broad-based communication is being considered, though development was discontinued with the closing announcement and subsequent higher priority activities. However, of greatest benefit have been direct communications from the Director in large and small forums and through the Facility Focus sessions.

Workforce Development

Measure	Outcomes and Activities
PCA Training: By the end of (calendar year) 2009 all employees will have participated in person-centered approach training.	SEVTC continues to integrate our employees with community training on person-centered thinking developed by the Learning Community and Michael Smull. To date 160 of our employees have completed the two day training program, 29 are trained as PCT coaches, and 4 employees are certified trainers. SEVTC is working with the Statewide PCP Training Group to develop a single curriculum that will be used at all state facilities. SEVTC plans to begin training for all new employees in the fall, 2009, to continue to offer the two day training on a regular basis, and begin training employees in the statewide curriculum Fall 2009. SEVTC's certified PC Trainers have provided training in several other training centers and local facilities. To date SEVTC has trained over 300 community personnel – CSB, private providers, etc.
PCA Coaches: Meetings held with CSB's during FY 09. SEVTC Coaches Training Curriculum developed by February, 2009	Coaches meetings were scheduled in July, October and January. SEVTC participated in the regional coaches meeting in July. SEVTC is planning a State-wide meeting for person-centered training coaches in August 2009 and will schedule additional sessions for coaches in HPR-V during the coming fall and winter. The Center will provide training sessions that are open to public and private providers from Virginia who have attended the 2-day PCT class.
Team Leader Roundtable: Monthly sessions held between June and December, 2008.	The Team Leader Roundtable met as planned in 2008. These sessions for key middle managers from programming/residential areas of the Center focus on topics in supervision, administration, communication, client activities and materials, person-centered thinking and training, and issues associated with SEVTC's downsizing, redesign, and rebuild. The sessions have engendered sharing and building of relationships that support these individuals in day-to-day performance. Team Leaders report that the sessions are beneficial and voluntary attendance is good.

Workforce Development continued

Employee Recognition and Appreciation. Number of recognition submissions monthly. Employee feedback in organizational assessment.

The employee recognition committee returned to active status soon after the decision was made to rebuild SEVTC. A thank you picnic was planned for employees who ‘rode out the storm’. However the picnic was postponed due to restrictions on public gatherings on campus due to the H1N1 outbreak. A Celebration was held on July 1 (“Smile, We’re Still Here”) and the Director awarded four hours recognition leave for “continued dedicated service during the past six months in spite of personal uncertainties about the future of the facility” and four hours for successful reaching of a significant budget goal—cutting one million dollars in the current fiscal year. Another round of appreciation days are planned for the fall; employee groups may be the same as prior years (Housekeeping, Food Services, Direct Support Professionals, etc.) but the committee is considering alternative approaches. The committee recognized a need to re-emphasize the ‘recognition submissions’ program.

Individual Services Planning and Design of the Resident Record

Measure	Outcomes and Activities
Attendance at Statewide PCP Leadership Team meetings and participation in ISP field testing. Implementation of SIS within timelines and procedures established by the Department.	<p>SEVTC renewed active participation in meetings of the statewide committee tasked with development of a universal person-centered ISP with particular concentration on the ICF/MR sub-group. New representatives were added. The Center continues to develop person-center plans for people who are moving to community homes, particularly those who move with MFP support. Professional staff members and programs/residential managers completed initial training on new person centered plans and individual service plans with Susan Elmore. Five SEVTC staff members attended train-the-trainer sessions on implementation of the PCP/ISP.</p> <p>In order to facilitate transformation planning at SEVTC, it was decided that all Center residents and families would participate in the Support Intensity Scale by July 1, 2009. Previously implementation had been planned for a three year period. SEVTC personnel attended training sessions and were qualified through training and inter-rater reliability testing to administer the SIS. Approximately one hundred, sixty people at SEVTC were assessed by Center personnel over a six week period. At present SEVTC has two master trainer/administrators and 11 SIS interviewers. The SIS data has been provided to the an HPR-V Planning Committee that has been tasked with development of an objective screening process to recommend placement type.</p>
Transformation of Center Processes and Records: Continued development of planning and documentation systems to include elements of person center planning.	An extension of the start-up date for use of the new person-centered plan forms at SEVTC to October 1 was recently granted. The extension was deemed necessary in light of the numerous transformation related projects currently active at SEVTC and in the region. Center teams will continue to write of person-centered plans as in the past few years. The Center will continue working on new documentation and record systems as necessary to implement the State-wide ISP in October.

Resident Activities and Opportunities

Measure	Outcomes and Activities
<p>Opportunities and Choice</p> <ul style="list-style-type: none"> • Participation in the annual planning process for supports and services. • Choices and preferences in meals, foods, and snack selections 	<p>Approximately 98% of all people attended their annual reviews this year. The baseline percentage was 91% (2007).</p> <p>The Center's breakfast choice program was maintained in cottage Cluster 1. Expansion to additional cottages and meals was deferred as the new cook-chill preparation and delivery systems were implemented. The closing proposal and subsequent agency priorities further delayed any advances. The leadership team will consider the possibility of expansion during the current calendar year. As teams design individual service plans and diet plans, preferences in meals and snacks for all individuals are identified and included.</p>
<ul style="list-style-type: none"> • Establish Coffee Corner as a Center routine. 	<p>The <i>Coffee Corner</i> has become a routine stop for many individuals each morning, providing an opportunity for people to make choices and socialize with others in an informal setting. The Coffee Corner's one year anniversary was recently celebrated with over 3000 cups of coffee, hot chocolate, and tea served.</p>
<ul style="list-style-type: none"> • Leisure Activities and Materials 	<p>This committee has been established as a standing committee within SEVTC recreation and leisure department. Purchases were limited due to SEVTC's very strict budget reduction goal for the fiscal year.</p>
<ul style="list-style-type: none"> • Clubs and Civic Groups. 	<p>Many clubs have been established and meet regularly on campus. These include the Movie Club, Book Club, Monday and the Night Football Club (seasonal), Wii club, Red Hat Society. Recently the book club enjoyed the visit of an author and received sign copies of a new novel. Several new clubs have been added that focus on art and on summer music.</p> <p>People living in the SEVTC community participated in several community civic groups. Notable are members of the "Community Organizers", a self-advocacy group comprised of persons with developmental and other disabilities in HPR-V. Members will attend the ARC Conference self-advocacy conference in Charlottesville in the fall 2009. Another group</p>

	adopted a Chesapeake Fire Station.
Southeastern People: Involve residents as reporters and in other roles in the publishing process.	<i>Southeastern People</i> was rededicated in honor of Ron Anderson. A new team was selected to maintain the publication and issues are again in circulation. Regular issues are being published highlighting activities and interests of people who live at the Center. Planning is in place to share <i>Southeastern People</i> with families and authorized representatives.

Relationship to the Community

Measure	Outcomes and Activities
Community Placement and SEVTC Downsizing: Number of successful moves to community homes in FY 09. SEVTC census in June, 2009.	<u>Baseline:</u> Census 7/1/06: 193 Census 7/1/07: 189 Census 7/1/08: 175 Census 7/1/09: 156
Visits to prospective community placements by individuals and ARs.	Number of People (or AR's) that visited community residences to consider a community home: 7/07-6/08 (Baseline): 9 people and 19 visits 7/08 – 6/09: 29 people and 151 visits
Community Employment: Numbers/percentages of persons who do paid work in community settings.	<u>Baseline (1/07-12/07):</u> An average of 27.5 people worked in the community each month. An average of 84 people had paid work each month. 7/08-6/09: An average of 32 people worked in the community each month. And an average of 82 people had paid work each month. Note: This data compares favorably to baseline in spite of a declining overall trend for this fiscal year related to budget management for the year, decreasing census, and sharp travel restrictions at the end of the year due to H1N1 virus.
Community Outings: Numbers/percentages of community outings guided by recreation specialists and cottage teams and numbers/percentages of trips with 1 or 2 participants. (*includes AR community trips)	<u>Baseline (2007 Averages):</u> <u>All Trips (Individual and Group)</u> Recreation Trips/Mo. & % of census: 219 60% Cottage Trips/Mo. & % of census: 324 41% Percentage of Individuals on Community Trips*: 73% <u>7/08 – 5/09 (Averages):</u> <u>All Trips (Individual and Group)</u> Recreation Trips/Mo. & % of census: 171 59% Cottage Trips/Mo. & % of all census: 237 39% Percentage of Individuals on Community Trips*: 73% <u>Trips by 1-2 People</u> Percentage of census on 1-2 Person Trips*: 38% Data for the current year is comparable to baseline in spite of budget restrictions, a decreasing census, and sharp travel limits at the end of the year due to H1N1 virus.

